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ARIZONA CORPORATION COMMISSION

January 13, 2017

To: Docket Control

ARIZONA PUBLIC SERVICE- Customer Comments

Docket No. E-01345A-16-0123
E-01345A-16-0036

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2017 JAN 13 P 3:53

Please docket the attached with 2 customer comments regarding the above filed case.

Customer comments can be reviewed in E-Docket under the above docket number.

Arizona Corporation Commission

DOCKETED

JAN 13 2017

DOCKETED BY
A handwritten signature in black ink.

Filed by: Utilities Division-Consumer Services

E-01345A-16-0123

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 1/11/2017
Opinion Number: 2017 - 136918 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/11/2017 11:14 AM

First Name: Jennifer **Last Name:** Gali **Account Name:** Jennifer Gali
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85032
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

The increase in my bill is unacceptable. My bill is \$37.39 more this year. APS states we used more electricity and their rates increased. My \$170.12 bill is for using no heat, no a/c and for only 2 people that are gone 8-12 hours per day. We also have new, energy efficient windows and appliances. In June I was told by APS they could not read my meter. When I called to ask why I was told they could not access my box due to a vicious dog. I let them know our deaf, blind pug is separated from the box that is in the front of our house. After putting me on hold, the rep came back and stated my meter was not readable and they estimated my usage. When I asked when they would be fixing it they said they would wait a couple of cycles to see if it worked itself out. They were completely unhelpful and basically just didn't care there was an issue. The meter box was not changed. Therefore, I still have no idea if my meter is even working. What I do know is unlike burger flippers we didn't receive raises this year and haven't for the last three years. My neighbors bill increased \$70.00 over last year and she has one less person living in the house. How is this acceptable? The ridiculous fees are more than the electricity used. APS knows they control their consumers and they are completely taking advantage of their customers. My other complaint is if you do not do sign up for their website to view your bill they mail your statement 6-8 days prior to the due date, which either forces most people to pay late or use a card to pay online. Then you are charged a \$3.95 service fee. I am a very angry consumer and feel we need to be protected from this kind of abuse.

Investigation			
Date:	Analyst:	Submitted By:	Type:
1/11/2017	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

**Arizona Corporation Commission
Utilities Complaint Form****Investigator:** Trish Meeter**Phone:** <<< REDACTED >>>**Opinion Date:** 1/9/2017**Opinion Number:** 2017 - 136872**Priority:** Respond within 5 business days**Opinion Codes:** Rate Case Items - Opposed**Closed Date:** 1/9/2017 9:32 AM**First Name:** Mary**Last Name:** Dondanville**Account Name:** Mary Dondanville**Address:** <<< REDACTED >>>**City:** Casa Grande**State:** AZ**Zip Code:** 85122**Home:** <<< REDACTED >>>**Company:** Arizona Public Service Company**Division:** Electric**Nature Of Opinion****Docket Number:** E-01345A-16-0036

Arizona Corporation Commission

consumer Services Section

1200 W Washington

Phoenix AZ 85007

Yesterday, our local paper announced that the ACC had approved APS rate changes. At least we all know where we stand now-knee deep in corporate swill, I am a homeowner in Casa Grande and as such, am subject to the rates charged by APS. I wish to comment on the changes to their rate structure.

First, as a solar energy customer, I have been subjected to the APS attempts to void the contract THEY wrote for solar customers. Now, they want to penalize future solar customers while appeasing those of us already in the system. Please understand, I am not being "grandfathered" by APS. Both my actions and theirs are governed the contract they wrote and I had to sign to get my solar attached to the grid. Both what I pay for energy and what I am paid for my excess production are covered in the document, written by APS lawyers. They are not being magnanimous in grandfathering existing solar customers. Rather, they are voiding breach of contract.

Second, by allowing APS to stop net metering, you have effectively killed new rooftop solar projects in Arizona. Why would anyone pay many thousands for solar and not be compensated fairly for the energy produced? Until your decision goes into effect, APS credits solar customers for the daytime production and we draw on the credit for evening usage. APS uses the power produced by local arrays produce to supply neighbors, eliminating line loss and the cost of transmitting power over great distances. If I read the notice in today's paper, future solar users will not be compensated; if they have no large storage facility, what happens? In 20 years, my system will no longer qualify for net metering. Why should the advantages of my rooftop solar array stop paying for itself? From a customer's viewpoint, the members of the commission have been bought and paid for by APS. As fewer solar arrays are being installed, existing companies who maintain solar arrays all over our state will close up shop. Then, we'll all be dependent on APS for everything. Well done, gentlemen! CORPORATION Commission indeed. That is where your interests lie.

I understand APS is a business and must answer to their stockholders. However, they have been paying

E-01345A-16-0036

Arizona Corporation Commission
Utilities Complaint Form

good dividends throughout the past years. Now they will be able to move forward without worrying about competition from solar arrays.

Sincerely,

Mary Dondanville

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